



Trust • Excellence • Service

# FISCAL YEAR 2004 ANNUAL REPORT



DEPARTMENT OF ADMINISTRATIVE SERVICES  
DANA R. RUSSELL, COMMISSIONER

## MESSAGE FROM THE COMMISSIONER



On behalf of the Department of Administrative Services (DOAS), I am pleased to present to our valued customers, state and local government leaders, and citizens of Georgia our agency's Fiscal Year 2004 Annual Report. This year's annual report provides a comprehensive review of DOAS' programs and financial performance for the most recently completed fiscal year. In the following pages, you will find summaries of the many accomplishments achieved by our agency during Fiscal Year 2004.

In our effort to better meet the needs of our customers in a rapidly changing state government environment, customer input gathered through business interactions, partnerships, and customer surveys has proven invaluable. At the same time, striving to become "the best business run by a government" means providing high quality products and services at the lowest possible cost. The accomplishments and initiatives described in this report therefore reflect and are driven by customer input coupled with on-going benchmarking and analysis of best practices in the private and public sectors.

This past year, we took a number of steps to reduce the cost and improve the quality of our products and services.

We implemented several new processes and systems to increase productivity and reduce transaction costs. In each case we sought to better meet customer expectations and increase customer satisfaction.

I believe that the accomplishments outlined in this report better enable DOAS to achieve our mission of providing consistent, cost-effective, and efficient consolidated services, so Georgia government can more effectively serve the public. I hope you will agree. I am also excited about our initiatives for Fiscal Year 2005 and look forward to updating you again next year.

A handwritten signature in black ink that reads "Dana R. Russell".

# VISION, MISSION, AND VALUES

## VISION

To be the best business run by a government.

## MISSION

To provide consistent, cost-effective, and efficient consolidated services so Georgia government can more effectively serve the public.

We do this by:

- aggregating purchases to obtain best value;
- centralizing business support services to achieve economies of scale; and
- establishing business practices to achieve fairness and equity.

## VALUES

We believe . . .

- in striving for excellence in all we do.
- in being good stewards of public resources.
- in being accountable to all stakeholders.
- change is constant and should be positively and proactively managed.
- in being adaptable and flexible in our processes, organizational structure, and decision-making.
- our success is dependent on teamwork.
- mutual and timely communication is critical to individual and group success.
- in diversity of input and ideas in decision-making.
- in being fair and responsive and honoring commitments to our business partners.
- individuals should be treated with respect.

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## CUSTOMER SERVICE Focus

Customer service continues to be a primary focus for DOAS, as customer satisfaction represents the cornerstone of DOAS' success. Direct communication, open dialogue, and customer satisfaction surveys have enabled DOAS to identify strategic business operation improvements. Customer input plays an integral role in DOAS' continual assessment of product and service offerings, as well as its future business decisions. Many of DOAS' accomplishments during Fiscal Year 2004 are a direct result of customer feedback.

### FY 2004 CUSTOMER SURVEY RESULTS

Customer satisfaction surveys performed during Fiscal Year 2004 indicated overall customer satisfaction with DOAS products and services at 90%. Customer satisfaction ratings by program areas are as follows:

|                                  |      |
|----------------------------------|------|
| STATE PURCHASING SERVICES        | 92%  |
| RISK MANAGEMENT SERVICES         | 74%  |
| OFFICE OF FLEET MANAGEMENT       | 82%  |
| MOTOR VEHICLE RENTALS            | 100% |
| DOCUMENT SERVICES                |      |
| MAIL AND COURIER SERVICES        | 88%  |
| RAPID COPY                       | 99%  |
| SURPLUS PROPERTY                 |      |
| STATE GOVERNMENT                 | 93%  |
| LOCAL GOVERNMENT                 | 98%  |
| BULK PAPER SALES                 | 91%  |
| OFFICE SUPPLY                    | 94%  |
| GOVERNOR'S SMALL BUSINESS CENTER | 77%  |

DOAS continues to target program areas for business process analysis and improvement, striving to provide its customers with the most cost-effective and best quality products and services on the market. DOAS' customer satisfaction sur-

vey efforts were refined during Fiscal Year 2004 to enhance the relevancy of the survey information collected for each program area. This year's customer survey results provide the baseline for future survey efforts.



# FY 2004 OPERATIONAL HIGHLIGHTS

Fiscal Year 2004 marked a successful year for DOAS. Key DOAS achievements included Web site enhancements, development of a purchasing E-Quote tool, a post office relocation, and G-8 Summit support. This section of the report highlights these accomplishments. Additional information can be found in the Fiscal Year 2004 Accomplishments Section of this report beginning on page 6.

## ENHANCEMENTS To DOAS' Web Site

Georgia's portal, [www.georgia.gov](http://www.georgia.gov), serves as a single point of access to government information and services and enables citizens to move easily from the state home page to agencies and divisions throughout state government. At the end of Fiscal Year 2004, DOAS completed the first phase of its Web site enhancement project and officially transitioned its home page to the Georgia.gov portal on July 1, 2004. Phase

one of the project included redesigning the structure of the site, updating the "look and feel" of the home page to be consistent with the portal design, clarifying content information, and adding quick links to DOAS' primary program offerings. State and local governments, vendors, non-profit organizations, and the general public will now be able to conveniently customize how they search for information and navigate around the DOAS Web site.



### NEW E-QUOTE TOOL FOR AGENCY PROCUREMENT OFFICERS

DOAS' State Purchasing developed a unique procurement tool that enables agency buyers to electronically solicit and receive bids from \$5,000 to \$9,999 directly from their desktops. The system automates bid distribution, response, and tabulation; reduces the significant effort required to search for vendors; and eliminates the redundancy of faxing bid opportunities to eligible candidates. In addition to the administrative time-saving benefits, the E-Quote system also helps to ensure fair competition by providing the capability to randomly select qualified bidders directly from the state's Vendor Registration System.

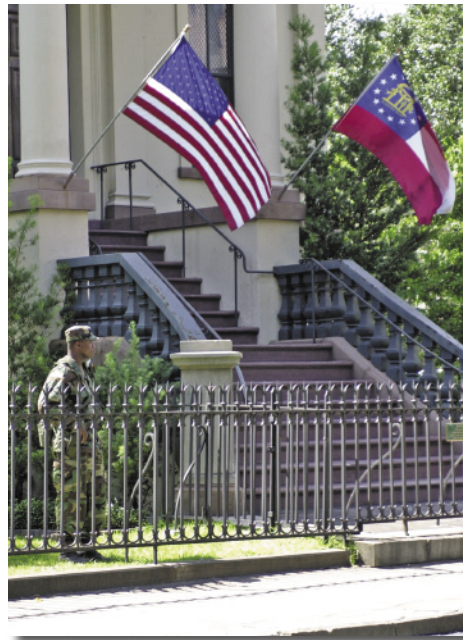
### RELOCATION OF THE SLOPPY FLOYD POST OFFICE

During Fiscal Year 2004, DOAS' Document Services relocated the U.S. Postal Services office within the Sloppy Floyd Building. For the convenience of its customers, the office was relocated from the cafeteria level of the East Tower to the balcony level of the West Tower. Also, enhancements were implemented in the mail room enabling customer's mail processing needs to be better served.



### SUPPORT FOR THE G-8 SUMMIT

During Fiscal Year 2004, three of DOAS' program areas partnered with the Georgia Department of Homeland Security to plan and implement the G-8 Summit. DOAS'



State Purchasing provided both administrative and procurement support. DOAS' Risk Management Services developed and implemented an insurance action plan for emergency conditions and provided insurance coverage to more than 20,000 support and law enforcement personnel. DOAS' Surplus Property Services provided property screening and transportation of surplus property from Fort Benning, Fort Stewart, and DOAS' federal inventory to the G-8 summit site. Surplus Property Services also assisted in the pick-up of surplus property after the G-8 Summit ended.

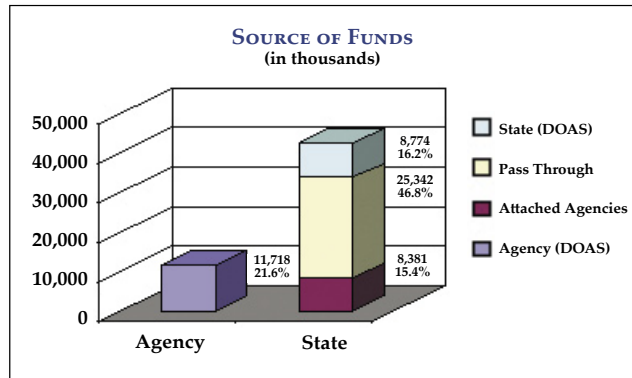
# FY 2004 FINANCIAL HIGHLIGHTS

In Fiscal Year 2004, DOAS' total funding was approximately \$54 million.

## SOURCE OF FUNDS

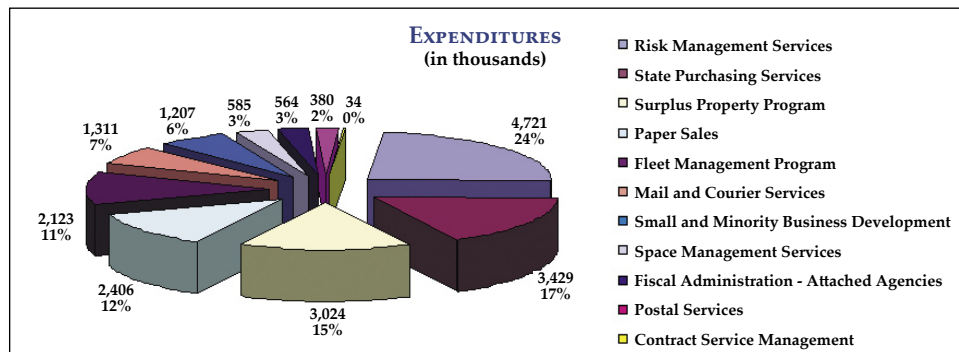
DOAS' source of funds, during fiscal year 2004, included agency, "pass through", attached agencies, and state funds. Agency funds totaling \$11.7 million (21.6%) were generated by DOAS from the sale of products and services to state, county, and local governments. Appropriated funds for the other three funding categories equaled \$42.5 million constituting 78.4% of the total funds. The majority of appropriated funds were "pass through" (non-DOAS funds) at \$25.3 million (46.8%). These funds were transferred through DOAS to the Georgia Technology Authority, Georgia Building Authority, Aviation and Golf Halls of Fame, and Health Plan Review Board for each entity's operations. Attached agency funds, for which DOAS provided limited fiscal administration support, totaled \$8.4 million (15.4%) and were designated for the Office of Treasury and Fiscal Services, Office of State Administrative Hearings, and the State Properties Commission. State funds used to supplement designated DOAS program

operations constituted \$8.8 million (16.2%) of total funds received by DOAS. DOAS state funding is down \$1.5 million (-14.6%) from the previous year.



## EXPENDITURES

Approximately 80% of DOAS' total funds were used to support its major program areas of Risk Management, Fleet Management, State Purchasing, Surplus Property, and Paper Sales. The graph below also shows expenditures for DOAS programs such as Mail and Courier, Governor's Small Business Center, Postal Services, Space Management, and DOAS' fiscal administration for attached agencies.





## FY 2004 ACCOMPLISHMENTS

The commitment to provide business solutions to help state and local governments achieve their missions continued to be a primary focus for DOAS during Fiscal Year 2004. DOAS' accomplishments include a broad range of achievements in its business offerings of Risk Management Services, State Purchasing Services, Office of Fleet Management, Surplus Property Services, Document Services, Governor's Small Business Center, and Supply Services. This section details DOAS' Fiscal Year 2004 accomplishments.

### **RISK MANAGEMENT SERVICES**

DOAS' Risk Management Services directs the State's workers' compensation, liability, and property insurance programs and also manages the Georgia State Indemnification and Unemployment programs. DOAS oversees the claims administration process and assists state entities in identifying unique loss exposures and developing strategies to reduce the cost of risk associated with individual business operations. Through these efforts, Risk Management Services assures good stewardship of state funds and the protection of state assets. During Fiscal Year 2004, DOAS continued its efforts to monitor and ensure adequate insurance coverage for the state of Georgia government's assets. The following outlines DOAS' accomplishments in Risk Management Services.

#### **Recovery on Workers' Compensation Claims from the Subsequent Injury Trust Fund**

The Subsequent Injury Trust Fund promotes the employment and retention of workers with disabilities by offsetting any additional costs that may result from a pre-existing medical condition. As a result of DOAS' ongoing efforts to educate agency insurance coordinators on the benefits provided by the Subsequent Injury Trust Fund, the State's reimbursement increased by 60 percent and reduced the total cost of the Workers' Compensation program by over \$5 million.

#### **Support of Georgia Department of Homeland Security and G-8 Summit**

In support of the Georgia Department of Homeland Security and summit organizers, DOAS' Risk Management Services



developed and implemented a comprehensive insurance plan of action for the G-8 Summit held at Sea Island. The plan included stationing field adjusters at Sea Island and providing insurance coverage to more than 20,000 law enforcement personnel and over \$10 million in vehicles and equipment. DOAS' Risk Management Services partnered with the Georgia Bureau of Investigation to provide this unprecedented coverage to law enforcement personnel who volunteered to serve outside of their jurisdictions.

### **Implementation of a New Claims Report Writing System**

In an effort to provide accurate loss reports for state agencies, DOAS' Risk Management Services implemented an integrated report writing system. Delphi's Risk Analysis Management System (RAMS) enables DOAS to generate customized reports for state agencies to meet each agency's specific claims reporting needs. These reports are available on a weekly, monthly, quarterly, or annual basis and can assist the state agency in effectively updating existing safety and loss control programs leading to reduced claim frequency and operational costs of the agency.

### **Update of Risk Management Services' Issued Insurance Agreements**

During Fiscal Year 2004, DOAS' Risk Management Services updated the State Owned Building and Property Agreement, the Automobile Physical Damage Agreement, and the General Liability Agreement. Changes were made to follow current insurance industry language and to conform to policy provisions contained in the state's commercial excess property and liability insurance policies. The agreements now provide customers a better understanding of coverage intent and create a sound bridge between Risk Management Services' issued agreements and commercial excess policies.

### **Insurance Brokerage Services Restructured**

Risk Management Services restructured its approach to procuring commercial excess insurance to address the increasingly diverse and complex risk exposures of the state. During FY 2004, DOAS implemented a multi-broker approach and awarded three separate insurance brokerage services contracts by specialized line of insurance coverage. This change enabled DOAS to obtain the most qualified insurance broker to support the state's insurance and risk manage-

ment needs and maximize the state's ability to obtain broader insurance coverages and more in depth risk analysis services at the most competitive prices.

### **STATE PURCHASING SERVICES**

DOAS' State Purchasing is responsible for helping state government procure a wide range of commodities and services. DOAS negotiates statewide contracts for the benefit of state and local governments and offers technical assistance in conducting and assessing competitive bids. Charged with promoting equal access and competition among vendors, DOAS expanded its efforts to help ensure the availability of high-quality goods and services to state and local governments at the lowest possible price. DOAS achieved the following accomplishments in State Purchasing for Fiscal Year 2004.

### **Cost Savings through Competitive Procurements**

By leveraging the state's purchasing power, State Purchasing establishes competitive statewide contracts for an extensive variety of products, services, and equipment. State and local governments and non-profit organizations can benefit from the convenience and competitive pricing of these pre-established contracts. Contracts include commonly used commodities such as office furniture, motor vehicles, natural gas, liquid petroleum, paint, ammunition, asphalt, and much more. During Fiscal Year 2004 DOAS added seven new products and services which included body armor, catalog printing, civil disturbance equipment, insecticides, merchant card services, temporary staffing services, and maintenance, repair, and operation products. State and local governments realized direct savings of over \$50 million for products and services purchased from statewide contracts including \$7 million for office supplies and over \$3 million in package delivery services.

### **Enhancements to the Statewide Contract Index**

In Fiscal Year 2004, DOAS State Purchasing developed and implemented several improvements to the Statewide Contract Index in response to customer feedback.

*The Statewide Contract Index now provides four alternative methods to search for statewide contracts.*

State and local governments can now search for statewide contracts by product or service title, five-digit National Institute of Governmental Purchasing (NIGP) code, keyword, or major NIGP category. New features include narrative descriptions of each contract, centralized effective and expiration dates, and complete vendor contact information. Government entities can also use a “quick links” feature, included in the glossary section of each statewide contract, to go directly to specific sections of each document. All of these new enhancements provide state and local governments with the ability to quickly and easily access pertinent contract information.

### **Improvements to Spend Data Reliability**

The analysis of spend data can lead to significant cost savings by improving the state’s ability to secure preferred pricing arrangements and ensure that appropriate procurement and purchasing processes are used. To improve the accuracy of spend data, DOAS State Purchasing implemented several system and process improvements, developed new coding policies, and trained agencies to perform internal reviews of their purchase orders. Several new queries now provide agencies with summaries of

their business unit’s purchase order details and the capability to monitor field office purchases from a central location. Other enhancements, including the addition of 1,000 new NIGP commodity codes, an online NIGP code search feature, and addressing human coding errors through minor modifications to the Phoenix system have led to a 95 percent reduction in unallocated expenses.

### **Development of E-Quote Tool for State Procurement Officers**

During Fiscal Year 2004, DOAS’ State Purchasing developed an electronic procurement tool which enables procurement officers to solicit and receive bids electronically at their desktops. The tool eliminates redundancy and improves efficiency on competitive solicitations from \$5,000 to \$9,999. As a viable and more effective option to the “faxed bid” procedure, the new tool makes twelve random selections from a qualifying bidders’ list linked directly to the Vendor Registration System. Potential bidders receive e-mail notifications of bid opportunities and are given the opportunity to electronically submit bid responses. Other benefits include the ability to monitor the bid process from award to notification, ensuring open and fair competition, and making small routine open market purchases more efficient and effective.

*The E-Quote tool eliminates redundancy and improves efficiency on competitive solicitations.*

### **Receipt of the National Purchasing Institute's "Achievement of Excellence in Procurement" Award**

The National Purchasing Institute is comprised of professional purchasing personnel from across the country dedicated to the development of efficient purchasing methods and practices in the areas



of governmental, educational, and institutional procurements. Applicants from 117 various types of jurisdictions were evaluated by a committee representing the National Purchasing Institute (NPI), the National Institute of Governmental Purchasing (NIGP), the Florida Association of Public Procurement Officers (FAPPO), and the California Association of Public Procurement Officers (CAPPO). In 2004, DOAS again received the "Achievement of Excellence in Procurement" award and became the only state in the country to receive this honor for seven consecutive years. This prestigious award recognizes organizations that demonstrate innovation, professionalism, productivity, e-procurement advancements, and organizational excellence in public procurement.

### **OFFICE OF FLEET MANAGEMENT**

DOAS' Office of Fleet Management (OFM) centralizes state government's motor vehicle fleet management functions to ensure efficient and cost-effective fleet operations and to minimize the life-cycle costs associated with vehicle ownership. The program provides state and local governments with guidance on vehicle purchases, assignment, usage, maintenance, operation, and disposal. The following outlines the accomplishments of DOAS' Office of Fleet Management during Fiscal Year 2004.

#### **Development of Vehicle Rental Cost Comparison Tool**

DOAS' Interagency Motor Pool implemented an online tool that compares the cost for state motor vehicle rentals, commercial rentals, and personal vehicle reimbursements. Based on miles driven and total days of travel, state of Georgia employees can use the tool to calculate the cost savings associated with using a DOAS Interagency Motor Pool vehicle versus a private sector rental company's vehicle or a personal vehicle. This tool provides customers with an additional source of information to minimize travel expenses.





### Implementation of a New Web-Based MV-1 Tool

During Fiscal Year 2004, DOAS' Office of Fleet Management automated the process for the reporting of agencies' individual assignment and routine overnight use of state vehicles. A new web-based tool replaced the manual submission and the labor intensive review of the Vehicle Assignment and Use Authorization Form (MV-1). The tool enables state entities to electronically prepare, submit, and store individual vehicle assignment requests and streamlines the addition, deletion, or update of information. Reporting capabilities allow DOAS' Office of Fleet Management to review and analyze motor vehicle assignments on a statewide or agency basis.

### Enhancement and Expansion of Fleet Management Programs

To ensure state and local governments have the best and most effective tools available on the market to manage motor vehicle



fleets, DOAS sought to enhance and expand a number of its fleet management program offerings during Fiscal Year 2004. DOAS' Office of Fleet Management concentrated its efforts on the Interagency Motor Pool, Motor Vehicle Contract Maintenance Program, and the Fuel Card Program.

The state's pricing structure for the Motor Vehicle Contract Maintenance Program coupled with the increased volume of program participants continued to yield direct and indirect cost savings to state and local

government participants. Program participants realized approximately \$140,000 in direct savings as a result of warranty and field adjustments during Fiscal Year 2004. Also, state and local governments choosing to utilize the direct, centralized billing options, realized an additional cost avoidance of approximately \$483,000.



In Fiscal Year 2004, DOAS' Office of Fleet Management continued to expand the Fuel Card Program and added 21 new local government accounts. Program participants realized administrative and tax savings of 17 to 25 cents per gallon. DOAS initiated a number of cost saving projects to benefit program participants including an analysis of the use of high-octane fuel and a study of paid fuel taxes that could have been avoided. High-octane fuel purchases were reduced by 86 percent and generated approximately \$15,700 in savings per month. In addition, by identifying fuel retailers who do not remove federal, state, and local taxes from fuel purchases, DOAS enabled participants to realize approximately \$3,100 in tax avoidance per month.

*Fuel Card Program participants realized administrative and tax savings of 17 to 25 cents per gallon.*



## SURPLUS PROPERTY SERVICES

DOAS' Surplus Property is responsible for the redistribution of state and federal personal property to state and local governments through three conveniently located

*Surplus Property experienced an eight percent growth in its program participation during FY 2004.*

distribution warehouses in Atlanta, Americus, and Swainsboro. In addition, DOAS also aids state and local governments with the storage and disposal of business specific personal property. The goal of the surplus property program is to help entities achieve cost savings and ensure the full utilization of state and federal government assets.

### Growth in the Surplus Property Program

Striving to fulfill its commitment of maximizing the life cycle of assets through redistribution, DOAS' Surplus Property Program experienced an eight percent growth in its participation during Fiscal Year 2004. One hundred and thirteen new eligible users were added to the surplus property program with about 98 percent being local governments. DOAS also facilitated the redistribution of over 300 vehicles to state and local participants, resulting in a cost-avoidance savings of over \$750,000 off the Kelly Blue Book value.



## DOCUMENT SERVICES

DOAS' Document Services provides mail, courier, and rapid copy services to state government within metro-Atlanta. DOAS operates an interoffice mail delivery network, delivers U.S. mail for state entities, manages two U.S. Post Offices on Capitol Hill, and provides photocopying services to state government. DOAS helps customers achieve efficiency in their day-to-day business activities by providing convenient and cost-effective document processing services.

### Relocation of the Sloppy Floyd Building Post Office

To improve accessibility and better serve the needs of customers in the Capitol Hill area, DOAS' Document Services relocated the Sloppy Floyd Building's U.S.



Postal Services office during Fiscal Year 2004. The facility was moved from the cafeteria level of the East Tower to a more convenient and central location on the balcony level of the West Tower. The new upgraded facility continues to provide stamps, postal money orders, package shipping, post office boxes, and all other services offered at a full service post office.

### **Cost Savings Through Presort and Rapid Copy Vendor Partners**

DOAS' Document Services continued to provide savings to customers during Fiscal Year 2004 through its presort and rapid copy vendor contracts.

The presort mail program offers bulk mail processing and presort services to generate volume discounts and provide savings for participants. In Fiscal Year 2004, presort mail customers realized savings of nearly \$544,000 which is a 16.5 percent increase over last year's savings. Additional benefits were achieved in reductions in the administrative time and equipment maintenance costs of agencies handling their own mail processing.



In partnership with Xerox Corporation, DOAS' Rapid Copy Services also continued to offer savings through an onsite, high volume copy center. With three convenient locations on Capitol Hill, customers have access to a wide variety of printing services. Over 22 million black and white copies were printed for state government entities on Capitol Hill during Fiscal Year 2004. Total savings to the state versus private sector competitors was \$2.1 million.

### **Reconfiguration and Modernization of Mail Room Operations**

Bulk mailing machines acquired during Fiscal Year 2004 enhanced mail operations by improving processing efficiency and the ability to capture and accurately post revenues. DOAS also began the implementation of a Reconfiguration and Modernization plan to provide for an expanded and more secure mail processing service.



### **GOVERNOR'S SMALL BUSINESS CENTER**

DOAS' Governor's Small Business Center (GSBC) offers individualized client services to help small and minority-owned businesses identify and pursue contract opportunities. As administrator of the Governor's Mentor Protégé Program, GSBC also works to develop partnerships between large, profitable businesses, and emerging small business enterprises. Expanding its commitment to the small and minority business community in Fiscal Year 2004, GSBC continued its efforts to act as an advocate for small businesses in Georgia and to educate vendors on state government procurement processes. The following accomplishments led to a successful year for GSBC.

### **Outreach to the Small and Minority Business Community**

During Fiscal Year 2004, GSBC participated in numerous outreach opportunities throughout Georgia, including the second annual Asian American Procurement Symposium and the first ever Hispanic Procurement Symposium.



By partnering with the Asian American Chamber of Commerce and the development of an effective Web site, GSBC was instrumental in recruiting 170 Asian American business owners and 30 exhibitors. GSBC also collaborated with the Hispanic American Center for Economic Development and the Georgia Hispanic Chamber of Commerce in hosting more than 150 Hispanic-owned businesses, exhibitors, and corporations. Both symposiums provided a valuable opportunity for Asian and Hispanic-owned businesses to learn more about public and private sector procurement processes, as well as network with other members of the business community.

In addition, GSBC partnered with *The Atlanta Tribune* to provide a forum for interaction between vendors and public sector procurement professionals. More than 300 individuals attended this one-day event entitled "Moving Your Business Forward

in 2004". GSBC also offered several educational opportunities to address common issues and concerns expressed by small and minority vendors doing business with the state of Georgia including a bonding and insurance seminar that was attended by 90 business owners and procurement professionals. The seminar gave attendees an overview of the performance expectations vendors must meet when responding to RFPs and related bonding and insurance requirements.

### **Continued Growth of Governor's Mentor Protégé Program**

During Fiscal Year 2004, The Governor's Mentor Protégé Program began its second class which included 75 new protégés and 50 mentors. The Program provided a two-day performance management and organizational effectiveness seminar, hosted by United Parcel Service (UPS) with training conducted by the Pacific Institute. A continuing two-day session was later hosted by the Georgia Power Company. In addition, Turner's Emerging Leaders Program was offered to Mentor Protégé participants. This two-day seminar consisted of leadership training normally provided for senior executives.



## FY 2005 INITIATIVES

Fiscal Year 2005 promises to be another successful year for DOAS. As of this publication, DOAS has already made great strides in some of the initiatives targeted for Fiscal Year 2005. The following provides a brief summary of the initiatives that DOAS looks forward to highlighting in its Fiscal Year 2005 Annual Report.

### **EXPANSION OF DOAS' WEB SITE REDESIGN TO PROGRAM AREAS**

DOAS plans to expand the redesign of its Web site to include seven sub-portal sites for each of the primary program areas. Phase two of the Web site redesign project will start with the Office of Fleet Management with the other six program areas to follow in customer use priority order. As the project progresses the additional program areas targeted for Web site redesign include Risk Management Services, State Purchasing, Document Services, Surplus Services, Supply Services, and the Governor's Small Business Center. The final outcome will be a consistent Web site image and ease of access and use for DOAS customers.

### **NEW ENTERPRISE ASSET MANAGEMENT INFORMATION SYSTEM**

DOAS is currently researching the viability of a new enterprise asset management system that will serve several program areas needs and interface with the state's PeopleSoft financial system. During Fiscal Year 2005, DOAS will identify a system and begin the steps necessary to acquire and implement the system. The system will enable DOAS to manage internal information technology assets, keep

track of property for insurance valuation purposes, monitor life cycle costs associated with the state's motor vehicles, and manage surplus property assets. The system will enable DOAS to make fact-based, data driven decisions regarding the state's real and tangible property assets.

### **IMPLEMENTATION OF "How's My DRIVING?" PROGRAM**

DOAS' Office of Fleet Management is currently researching the value of implementing a new statewide "How's My Driving?" program for all state-owned vehicles. The program will enable citizens to electronically submit comments regarding positive or negative driving activity in state vehicles via DOAS' Web site and on the state of Georgia portal home page. The program will also include procedures for reviewing and tracking submitted complaints, as well as a method for updating citizens of the owner-agency's corrective action. The intent of the program is to help foster a culture of safe driving habits and practices among state employees and reduce the number of accidents caused by drivers of state-owned vehicles.

### **NEW STATEWIDE CONTRACT FOR MAINTENANCE MANAGEMENT CONSULTING SERVICES**

In Fiscal Year 2005, DOAS' State Purchasing Services will establish a new statewide contract for maintenance management consulting services with a guaranteed level of savings. This performance-based contract will provide access to equipment maintenance consulting services for state and local governments who choose to participate. The three step process will include: reviewing existing inventories and equipment operation strategies; developing customized, cost-effective maintenance programs; and assisting in the implementation and measurement of approved recommendations. The primary objective of the maintenance consulting program is to offer state and local governments the best available tools and support to provide cost-effective services to the citizens of Georgia.

### **EXPANSION OF OFFICE SUPPLY PROGRAM**

DOAS will work to facilitate an alliance between Office Depot (statewide vendor for office supplies) and Georgia Enterprises for Products and Services (GEPS). GEPS is an organization committed to providing meaningful employment to citizens

with disabilities. This alliance will initially expand the core office supply products on contract by including select high quality toner supplies from GEPS through the Office Depot distribution network. This innovative public-private partnership assists the disabled through the offering of quality office products at competitive prices.

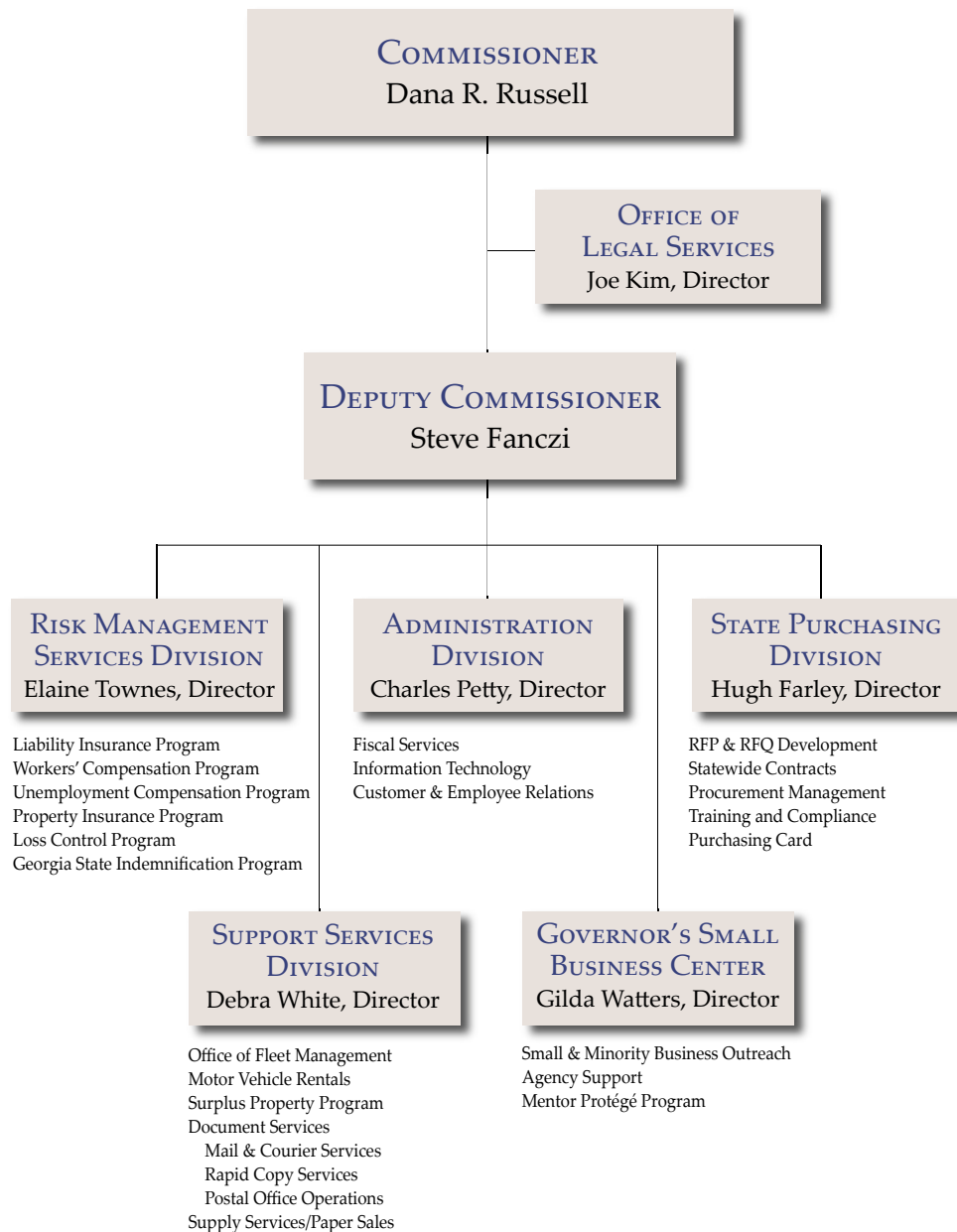
### **SPEND ANALYSIS AND STRATEGIC SOURCING**

DOAS will continue to seek to develop strategic sources of supply for the products and services used by agencies in carrying out their missions. Conducting a sound analysis to select the appropriate commodities and services for sourcing and ensuring that the state maximizes spending with preferred vendors requires reliable, enterprise-wide spend data. Enhancements are being planned for the Phoenix statewide purchasing system that will continue improvement in the accuracy and usability of purchasing data. An enterprise-wide data warehouse is also being developed to consolidate total state spend data from decentralized procurement systems in order to leverage demand for the highest volume commodities and services into preferred pricing arrangements. DOAS will also develop and deploy additional procurement training and integrate statewide supply contracts into a user-friendly electronic catalogue to further reduce "maverick spending" and eliminate human coding errors.





# FY 2005 ORGANIZATION CHART



## FY 2005 CONTACT INFORMATION

**COMMISSIONER**     **DANA R. RUSSELL, 404-656-5514**

**DEPUTY COMMISSIONER**     **STEVE FANCI, 404-656-5514**

**RISK MANAGEMENT SERVICES DIVISION**     **ELAINE TOWNES, DIRECTOR, 404-463-3988**  
Liability Insurance Program  
Workers' Compensation Program  
Unemployment Compensation Program  
Property Insurance Program  
Loss Control Program  
Georgia State Indemnification Program

**STATE PURCHASING DIVISION**     **HUGH FARLEY, DIRECTOR, 404-657-7553**  
Request for Proposal Development  
Request for Quote Development  
Statewide Contracts  
Procurement Management  
Training and Compliance  
Purchasing Card

**SUPPORT SERVICES DIVISION**     **DEBRA WHITE, DIRECTOR, 404-657-8544**  
Office of Fleet Management  
Motor Vehicle Rentals  
Surplus Property Program  
Document Services  
    Mail and Courier Services  
    Rapid Copy Services  
    Postal Office Operations  
Supply Services/Paper Sales

**GOVERNOR'S SMALL BUSINESS CENTER**     **GILDA WATTERS, DIRECTOR, 404-656-6315**  
Small and Minority Business Outreach  
Agency Support  
Mentor Protégé Program

**ADMINISTRATION DIVISION**     **CHARLES PETTY, DIRECTOR, 404-656-5673**  
Fiscal Services  
Information Technology  
Customer and Employee Relations

**OFFICE OF LEGAL SERVICES**     **JOE KIM, DIRECTOR, 404-651-5935**

## FY 2005 LEADERSHIP TEAM



PICTURED LEFT TO RIGHT: **HUGH FARLEY**, State Purchasing Division Director; **DEBRA WHITE**, Support Services Division Director; **CHARLES PETTY**, Administration Division Director; **DANA RUSSELL**, Commissioner; **STEVE FANCZI**, Deputy Commissioner; **GILDA WATTERS**, Governor's Small Business Center Director; **JOE KIM**, Office of Legal Services Director; **ELAINE TOWNES**, Risk Management Services Division Director.



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